

**DEPARTMENT OF TRANSPORTATION
JOB OPPORTUNITY**

Information Technology Technician

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Candidates on a current examination list
Location: DOT CORE-CT Support Unit
Job Posting No: 28602
Hours: 8:00 am to 4:30 pm
Salary: FD 17: \$51,491.00 TO \$65,372.00 annual
Closing Date: **August 26, 2015**

Eligibility Requirement: Candidates must have applied for and passed the Information Technology Technician examination and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.

Responsibilities of this position include, but are not limited to: Performs Help Desk support to the agency's CORE-CT system users; provides resolution for simple to moderate problems; Logs/tracks status of help tickets; Develops and conducts CORE-CT user training on assigned modules, specific to agency needs; Analyzes, designs and tests EPM Reporting queries; Assists in Microsoft Office applications as related to agency CORE-CT system user reporting needs.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of functioning and use of information systems and technology; knowledge of IT equipment; knowledge of help desk management tools and utilities; knowledge of computer operations and methods of preparing work for processing; knowledge of data control functions specific to job stream maintenance and documentation; basic knowledge of concepts of network and microcomputer operating systems; interpersonal skills; oral and written communication skills; technical problem solving skills; logic and analytical skills; ability to install and maintain microcomputer hardware, software and basic network components; ability to analyze and troubleshoot simple operational and data communications problems; ability to prepare and maintain records, logs and reports,

The **preferred** candidate will have knowledge of the CORE-CT system's various modules, and the ability to write program code in various languages with specific concentration on .NET and VBA.

EXPERIENCE AND TRAINING:

General Experience: Three (3) years of experience in information technology (IT) operations support or another IT related support area.

Special Experience: One (1) year of the General Experience must have been at the professional working level of Fiscal/Administrative Officer or Accountant.

NOTE: For state employees this is interpreted at the level of Data Processing Operations Support Specialist 2.

Substitutions Allowed:

College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience to a maximum of two (2) years.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable. Applicants who do not submit all the requested documents will not be considered. In addition, the candidate pool resulting from these interviews may be used to fill future Information Technology Technician positions in the Bureau of Finance & Administration, CORE-CT Support Unit, within twelve months.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit via mail, a cover letter, resume, and an Application for Employment (CT-HR-12), and State employees must also include their last two service ratings, by August 26, 2015 to:

Ms. Michelle Armetta
Department of Transportation
Bureau of Finance and Administration
P.O. Box 317546, 2800 Berlin Turnpike
Newington, CT 06131-7546

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.